



WASHINGTON STATE EMPLOYMENT OPPORTUNITY

WASHINGTON STATE DEPARTMENT OF REVENUE

1025 Union Avenue SE ♦ PO Box 47463 - Olympia, WA 98504-7463

(360) 570-6181 ♦ FAX (360) 664-0658 ♦ TDD/TTY (360) 664-0580

WASHINGTON MANAGEMENT SERVICE RECRUITMENT ANNOUNCEMENT

POSITION: **District Compliance Manager**

LOCATION: Olympia, Washington

SALARY: \$50,436 - \$61,644 annually D.O.Q. (WMS Band 2)

WHO MAY APPLY: This recruitment is open to all interested candidates. Prior to any new appointment into the Washington State Department of Revenue, a background check will be conducted.

AGENCY PROFILE: The Washington State Department of Revenue's mission is to fairly and efficiently collect revenues and administer programs to fund public services, advocate sound tax policy, and continuously improve the quality of service.

The Washington State Department of Revenue employs approximately 1,000 employees in classifications ranging from property tax appraisers, revenue agents and revenue auditors, to foresters, information technology systems analysts and excise tax examiners. The headquarters of the organization is located in Olympia, Washington with 13 field offices geographically located throughout the state. The Washington State Department of Revenue also employs several auditors in out-of-state locations.

SCOPE: The position is the primary source of new procedures and directives for implementing divisional policies and programs in areas such as:

- Delinquent Tax Collections
- Bankruptcy
- Taxpayer Services
- Tax Discovery
- Deferred Collection

The Compliance Procedures Manager establishes assignment priorities for statewide field staff to accomplish production goals. The position is the principal authority in policy and procedural issues related to field staff work activities. The Compliance Procedures Manager:

- Actively participates in discussions and decision-making for policy and program issues at the statewide level of division operations.
- Submits policy improvements on collection procedures impacting Compliance Division programs to assistant director and program managers.

District Compliance Manager
WMS Recruitment Announcement

Opens: May 21, 2003
Closes: May 28, 2003

- Is a primary link for communications concerning policy and procedural issues between field staff and the Olympia management group. This position is also the primary link for communications between Compliance and other divisions such as Information Services and Taxpayer Account Administration.
- As a participant and/or chair on various divisional and multi-divisional work groups and task teams, develops and implements agency and division policy in areas including training, quality improvements, and policies and procedures.
- Ensures adherence to agency policy and procedures through communication with, and training of, field staff.
- Coordinates and resolves interdivisional issues.
- Develops and implements proposals for Strategic Business Plans.

DESIRABLE
QUALIFICATIONS:

Desirable candidates will have substantial experience in supervising or managing staff in a public sector organization. Additional consideration will be given to candidates with background and experience in tax collection and/or enforcement activities.

KNOWLEDGE &
SKILLS:

This management position is located in the Compliance Division headquarters and requires substantial expertise in Compliance Division programs, procedures, and policies. The position requires superior people skills as well as a strong technical knowledge of field operations, the budget process, the legislative process, the strategic business plan process, and a good background in the basics of management.

Knowledge of Compliance Division collection procedures and policies; related state laws and administrative procedures; long range planning strategies; the legislative process; the budget process; the duties and responsibilities of the Regional Compliance Manager, District Compliance Manager, and Revenue Agent is required. Familiarity with state government and programs that may compliment DOR activities and the ability to coordinate interagency cooperation is preferred.

Skills to communicate effectively in writing and through oral presentations; lead, facilitate and participate in agency wide projects and committees; conduct taxpayer negotiations concerning complex collection issues; train and mentor Compliance personnel is required.

CONDITIONS OF
EMPLOYMENT:

Work is generally performed in an indoor office environment and generally involves a high degree of concentration. Must be able to work on multiple projects simultaneously and may be required to work extended hours. This position does not require the use of specialized equipment and there are no known hazards or hazardous materials to which the employee may be exposed. Must be able to work in a non-smoking environment.

INTERESTED APPLICANTS
SHOULD SUBMIT:

A letter of interest with a resume listing name of employer, dates of employment, education, and a minimum of three employment references with current telephone numbers; one supervisor, one subordinate (if applicable), and one person outside your immediate work environment.

Please also provide a response to following writing exercise:

The following paragraph describes a change to the ACS referral system that Compliance Administration has made.

Instructions: Write an update to the Field Compliance Manual about this change in procedure. The accuracy of the procedure you create is not a critical element in this exercise.

Situation: "The Compliance Division has decided to make a change to the ACS referral system so that all Quarterly and Annual DVI 4's are referred to the Central Collection Unit to be worked. This change is so that field staff can place more of an emphasis on collection of 5-9 DVI's and established warrants. A Quarterly or an Annual DVI 4 can change to a higher DVI based on additional reporting information the system receives about the account, but the account will not automatically transfer out to the field when that happens. These accounts can only be referred out to the field when the Central Collection Unit District Compliance Manager contacts the field District Compliance Manager and makes arrangements to manually transfer them out to the field

In addition, we request that you complete and return the attached Profile Data Sheet. Completion of this form is voluntary. Information gathered will be used for statistical purposes only and will be kept confidential.

Application materials must be received by 5:00 PM on the closing date of the bulletin to the following address:

Washington State
Department of Revenue
Office of Human Resources
ATTN: Eric Magbaleta
PO Box 47463
Olympia, Washington 98504-7463
<mailto://ericm@dor.wa.gov>

For more information about the Department of Revenue or other career opportunities, please visit our web site at <http://dor.wa.gov>.

THE DEPARTMENT OF REVENUE IS AN EQUAL OPPORTUNITY EMPLOYER. WOMEN, RACIAL AND ETHNIC MINORITIES, PERSONS OF DISABILITY, PERSONS OVER 40 YEARS OF AGE, AND DISABLED AND VIETNAM ERA VETERANS ARE ENCOURAGED TO APPLY. PERSONS OF DISABILITY NEEDING ASSISTANCE IN THE APPLICATION/TESTING PROCESS, OR THOSE NEEDING THIS JOB ANNOUNCEMENT IN AN ALTERNATIVE FORMAT, MAY CALL OFFICE OF HUMAN RESOURCES AT (360) 570-6175, TDD/TTY (360) 664-0580.

State of Washington
Department of Revenue

APPLICANT PROFILE DATA FORM

Completing this form will enable Washington State to assess the many talents and skills that are available throughout the workforce. To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available *only* to authorized personnel. Please review the Affirmative Action Definitions at the bottom of this page.

Name: _____ Date: _____

1. What race or culture do you consider yourself? *If you are more than one race, please check "Other Race".*

- | | | | | | |
|--------------------------------|------------------------------------|------------------------------------|-----------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Aleut | <input type="checkbox"/> Cambodian | <input type="checkbox"/> Filipino | <input type="checkbox"/> Hispanic | <input type="checkbox"/> Korean | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Chinese | <input type="checkbox"/> Guamanian | <input type="checkbox"/> Indian | <input type="checkbox"/> Laotian | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Black | <input type="checkbox"/> Eskimo | <input type="checkbox"/> Hawaiian | <input type="checkbox"/> Japanese | <input type="checkbox"/> Latino(a) | <input type="checkbox"/> White |
- ☐ Other Race (specify indicate race or culture): _____

If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes:

☐ Multi-Racial _____

(Affirmative Action Preference)

2. Are you: ☐ Male ☐ Female

3. Have you ever been on active duty in the U.S. Armed Services? ☐ Yes (if checked, see 3a and 3b) ☐ No

3a. Dates served: from: _____ to _____

3b. Are you a disabled veteran? ☐ Yes (____ %) ☐ No

4. Do you have any physical, sensory, or mental condition that substantially (rather than slightly) limits any of your major life functions, such as: walking, speaking, seeing, hearing, breathing, working, learning, caring for oneself or performing manual tasks? ☐ Yes ☐ No

5. Do you have a physical, mental, or other health condition that has lasted six (6) or more months and which limits the kind or amount of work you can do at a job? ☐ Yes ☐ No

Date of Birth: ____/____/____

AFFIRMATIVE ACTION DEFINITIONS

American Indian or Alaskan Native. A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

Asian/Pacific Islander. A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

Black/African-American. A person with origins in any of the Black racial groups of Africa.

Hispanic. A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

White/Caucasian. A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

Disabilities. For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorders such as mental functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

Disabled veteran. A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

Vietnam-era veteran. A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.

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